



**Video Relay Service Complaint Log Summary
Purple Communications Incorporated
June 1, 2009 to May 31, 2010**

**Video Relay Service
Number of Complaints**

June '09	July '09	Aug '09	Sept '09	Oct '09	Nov '09	Dec '09	Jan '10	Feb '10	March '10	April '10	May '10
14	12	11	16	7	11	5	8	10	12	17	29

The total number of Video Relay Service complaints for this reporting period is 152. Complaints are forwarded to the appropriate department(s) and review for proper follow up.

Report #	Opened	Description of Issue	Description of Resolution	Closed
62416	06/01/09	Customer reported that they were unable to access the Video Relay Service when attempting to make a call.	Documented the customer's report and forwarded to Network services as well as Operations department for review.	06/01/09
63012	06/02/09	Customer reported that the Video Interpreter did not follow the instructions provided prior to connecting the call.	Complaint forwarded to Training Department as well as the Interpreter's supervisor. Coaching will be provided.	06/03/09



63370	06/03/09	Customer complaint regarding Video Interpreter's clarity. Customer felt the Video Interpreter was too rushed and caused the communications to be unclear.	Complaint forwarded to Training Department as well as the Interpreter's supervisor. Coaching will be provided.	06/04/09
63566	06/04/09	Customer reports that the Video Interpreter was not patient during the conversation and made inappropriate facial expressions.	Documented the customer's complaint. Forwarded the complaint to management for review.	06/05/09
64542	06/07/09	Customer complaint regarding the Video Relay Service's background colors. Customer feels the color blends in too much with the Interpreter's signing and it is hard to see.	Documented the customer's complaint. Forwarded the complaint to management for review.	06/09/09
64941	06/08/09	Customer reported a Video Interpreter for presenting an unprofessional attitude towards them during a call. Customer felt the Interpreter was quite rude.	Thanked the customer for their time. Documented the complaint and forwarded to management and quality assurance team for review.	06/08/09
66877	06/15/09	Customer reported that a Video Interpreter was not dressed professionally during a relay connection and also seemed to be sleeping.	Forwarded the complaint to management. Thanked the customer for their time.	06/22/09
66972	06/15/09	Customer complaint regarding a Video Interpreter not providing their identification number and disconnecting before the call was complete.	Complaint documented and forwarded to management. Customer Care followed up with the customer.	06/15/09
67150	06/16/09	Customer was dissatisfied with the service they received from a Video Interpreter. Customer felt that the Interpreter was not experienced enough with interpreting.	Complaint documented and forwarded to management. Interpreter will be coached by the Training department.	06/16/09
67675	06/17/09	Customer felt the Video Interpreter took inappropriate control of the call.	Complaint forwarded to the Interpreter's supervisor for review and additional coaching.	06/17/09

67814	06/17/09	Customer reported that a Video Interpreter was rude during their relay conversation and did not allow the Deaf party to interrupt.	Documented the customer's complaint. Forwarded the complaint to management for review.	06/17/09
68251	06/18/09	Customer complaint regarding a Video Interpreter's ability to sign clearly. Customer had a hard time understanding the interpreter's signs.	Complaint forwarded to the Interpreter's supervisor for training.	06/18/09
70111	06/25/09	Customer reported that the Video Interpreter who assisted on their call displayed and inappropriate attitude towards them.	Complaint forwarded to the Interpreter's supervisor. Interpreter will be coached.	06/25/09
70932	06/28/09	Customer reported that a Video Interpreter displayed a bad attitude when conducting their call.	Complaint filed and forwarded to management. Interpreter's supervisor will provide coaching.	06/29/09
73842	07/07/09	Customer is placing a complaint regarding a Video Interpreter's attitude towards them during a relay call.	Forwarded the complaint to management. Thanked the customer for their time.	07/07/09
74054	07/08/09	Customer reporting that the Video Interpreter used the wrong signs when relaying the conversation. Customer is questioning this Interpreter's skills.	Complaint forwarded to the Interpreter's supervisor as well as the training department to provide additional coaching.	07/08/09
74778	07/09/09	Customer reported that a Video Interpreter disconnected the call before the conversation was finished.	Connection report and complaint forwarded to management for review. Customer Care followed up with the customer to thank them.	07/09/09
75330	07/11/09	Customer reports that the Video Interpreter was not paying attention to their call and was instead talking with someone in the background.	Complaint forwarded to the Call Center management and to the Interpreter's supervisor.	07/11/09

75822	07/13/09	Customer reported that the quality of the Video Service seems to be going down. Customer feels the Video quality is not as good as it use to be.	Forwarded complaint to Development team for improving video quality.	07/16/09
76719	07/15/09	Customer reported that a Video Interpreter hung up without providing assistance.	Complaint was documented and forwarded to the Training department.	07/16/09
78998	07/22/09	Customer reports that the Video Relay Service has poor video quality.	Complaint sent to Development team to improve video quality.	07/22/09
79297	07/23/09	Customer felt that the Video Interpreter's skill level was lacking.	Complaint forwarded to management for review and also the Training team for additional coaching.	07/24/09
79575	07/23/09	Customer reported that they had trouble understanding the Video Interpreter due to their signing ability.	Forwarded complaint to the Training department for possible coaching.	07/23/09
80582	07/27/09	Customer complained that a Video Interpreter was eating on camera.	Complaint sent to Call Center manager and the Interpreter's supervisor.	07/27/09
81329	07/28/09	Customer reported a long hold time to connect to the Video Relay Service.	Complaint sent to Call Center management group and to Operations.	08/17/09
82305	07/31/09	Customer placed a complaint regarding a Video Interpreter who was not experienced with Voice-Carry-Over calling.	Interpreter's supervisor has been made aware of this. Interpreter will be coached.	08/12/09

83829	08/04/09	Customer complaint regarding a Video Interpreter disconnecting without providing assistance.	Complaint forwarded to management for review and also the Training team for additional coaching.	08/04/09
83950	08/04/09	Customer reported that the Video Interpreter could not keep up with the flow of the conversation. Customer feels that this Interpreter needs more training.	Report forwarded to management. Training department will follow up with the Interpreter.	08/27/09
84098	08/05/09	Customer complaint regarding a Video Interpreter who seemed sleepy during the call. Customer feels this is unprofessional.	Call Center was notified of the issue as well as the Interpreter's supervisor.	08/05/09
85997	08/10/09	Customer reported that the Video Interpreter did not sign clearly.	Complaint forwarded to the Interpreter's supervisor for review.	08/10/09
87008	08/13/09	Customer reporting that a Video Interpreter was not dressed appropriately for video interpreting.	Complaint sent to the Interpreter's supervisor and Call Center manager.	08/13/09
88782	08/18/09	Customer reported that the Video Interpreter used unprofessional facial expressions and seemed to have a bad attitude during their relay call.	Complaint sent to management for review.	08/18/09
89188	08/18/09	Customer reported a long hold time to connect to the Video Relay Service.	Forwarded complaint to Operations and Network departments. Complaint also sent to management for review.	08/18/09
90365	08/21/09	Customer complained that the Video Interpreter did not follow instructions.	Complaint documented and forwarded to management for review.	08/21/09

91844	08/26/09	Customer complained that a Video Interpreter did not translate the entire conversation.	Complaint forwarded to the Interpreter's supervisor for additional coaching.	08/26/09
92860	08/28/09	Customer felt that the Video Interpreter was lazy and did not put forth an effort to conduct the call.	Customer Care forwarded the request to the appropriate department.	09/25/09
93368	08/31/09	Customer reported that a Video Interpreter was distracted during their relay conversation.	Complaint forwarded to the Interpreter's supervisor and Call Center manager.	08/31/09
93814	09/01/09	Customer reported that a Video Interpreter seemed to be talking to someone else in the background during the relay conversation.	Complaint sent to Call Center management group and to Operations.	09/25/09
96479	09/08/09	Customer reported that the Video Interpreter was unable to sign clearly due to their long fingernails.	Complaint forwarded to management for review.	09/08/09
97438	09/10/09	Customer complaint regarding a Video Interpreter's clothing. Customer felt that the Interpreter's attire was not appropriate.	Forwarded the complaint to management. Thanked the customer for their time.	09/10/09
97482	09/10/09	Customer felt that the Video Interpreter could not understand and was not skilled as an Interpreter.	Complaint forwarded to the Training department.	09/10/09
97795	09/11/09	Customer feels that the Video Interpreter did not follow the directions provided.	Complaint sent to the Interpreter's supervisor and Call Center manager.	09/19/09

97835	09/11/09	Customer reported that the Video Interpreter acted inappropriate during a relay call, laughing at some points.	Complaint forwarded to the Interpreter's supervisor. Interpreter will be coached.	09/22/09
98940	09/14/09	Customer reported that a Video Interpreter was dressed inappropriately.	Complaint forwarded to management and Interpreter's supervisor.	09/14/09
99126	09/15/09	Customer complaint regarding a Video Interpreter's attitude during their relay call.	Complaint sent to the Interpreter's supervisor for review.	09/18/09
99586	09/16/09	Customer explained that the Video Interpreter did not provide quality service and that the Interpreter continued to interrupt the customer for clarification.	Forwarded complaint to the Training department for possible coaching.	09/16/09
100023	09/17/09	Customer placed a complaint on a Video Interpreter who was rude and did not provide assistance.	Complaint sent to Interpreter's supervisor for review and coaching.	09/17/09
100693	09/19/09	Customer filed a complaint on the Video Relay Service, explaining that when they connected there was no Interpreter sitting at the station.	Complaint forwarded to Call Center management to check the Interpreter's work station.	09/25/09
100943	09/21/09	Customer reported that the Video Interpreter was talking to someone in the background during the relay call.	Complaint sent to Call Center manager and the Interpreter's supervisor.	09/25/09
101192	09/21/09	Customer felt that the Video Interpreter had a negative attitude during the relay connection and was not dressed appropriate.	Complaint documented and forwarded to the Call Center manager and Interpreter's supervisor.	09/29/09

101461	09/22/09	Customer was dissatisfied with the assistance they received from the Video Interpreter.	Complaint sent to the Training department to provide additional coaching.	09/22/09
103816	09/28/09	Customer felt that the Video Interpreter was inappropriate and rude during the relay call.	Forwarded the complaint to the Interpreter's supervisor for review.	10/08/09
104317	09/30/09	Customer reported that the Video Interpreter seemed distracted during the relay conversation.	Complaint forwarded to management and Interpreter's supervisor.	09/30/09
105289	10/02/09	Customer reported that their Video Relay Call was disconnected before it was finished.	Complaint sent to the Call Center manager for review.	10/17/09
105855	10/05/09	Customer filed a complaint against a Video Interpreter who did not follow the instructions provided before the call.	Documented the complaint and forwarded to the Interpreter's supervisor for review.	10/05/09
107802	10/09/09	Customer reported that the Video Interpreter tried to correct the customer too much during the call. Customer also felt that the Interpreter needs additional training.	Complaint sent to Training department. Interpreter will be coached.	10/09/09
108259	10/12/09	Customer felt that the Video Interpreter was lacking quality and needs additional coaching.	Complaint forwarded to the Interpreter's supervisor for additional coaching.	10/14/09
111078	10/20/09	Customer reporting that the Video Interpreter displayed a negative attitude during the relay connection.	Complaint documented and forwarded to the Call Center manager and Interpreter's supervisor.	10/30/09

112069	10/22/09	Customer filed a complaint on a Video Interpreter who disconnected before providing assistance.	Complaint forwarded to management and Interpreter's supervisor.	10/22/09
114295	10/29/09	Customer felt that the Video Interpreter was lazy and did not have a positive attitude during the call.	Complaint sent to the Interpreter's supervisor for review.	12/01/09
115090	11/02/09	Customer filed a complaint on a Video Interpreter's attitude while conducting the relay call.	Complaint documented and sent to the Interpreter's supervisor for additional coaching.	11/02/09
115967	11/04/09	Customer complaint regarding a Video Interpreter not signing clearly or in view on the screen.	Complaint documented and forwarded to Call Center management and the Interpreter's supervisor.	11/06/09
116586	11/06/09	Customer filed a complaint against a Video Interpreter who did not redial when asked to.	Complaint sent to the Interpreter's supervisor for review.	11/06/09
117803	11/11/09	Customer filed a complaint on a Video Interpreter's attitude while conducting the relay call.	Complaint sent to Call Center manager and the Interpreter's supervisor.	11/11/09
118148	11/12/09	Customer placed a complaint on a Video Interpreter who made multiple mistakes during the conversation.	Complaint documented and forwarded to Call Center management and the Interpreter's supervisor.	11/16/09
118680	11/13/09	Customer filed a complaint on a Video Interpreter's attitude while conducting the relay call.	Complaint forwarded to the Interpreter's supervisor.	11/13/09

120428	11/19/09	Customer reported that the Video Interpreter's signing was unclear.	Forwarded the complaint to the Training department and to the Interpreter's supervisor.	11/19/09
120602	11/19/09	Customer felt that the Video Interpreter did not provide quality assistance and seemed lazy during the call.	Complaint forwarded to Call Center manager for review.	11/19/09
120827	11/20/09	Customer reported that the Video Interpreter disconnected a call before the conversation was complete.	Complaint documented and sent to the Interpreter's supervisor for additional coaching.	11/23/09
121265	11/22/09	Customer reported a Video Interpreter for not being professional during the relay conversation. Customer felt the Interpreter needed additional training.	Forwarded complaint to the Training department for possible coaching.	12/07/09
121784	11/25/09	Customer placed a complaint regarding a Video Interpreter not accepting instructions prior to connecting the call.	Complaint documented and forwarded to Call Center management and the Interpreter's supervisor.	11/25/09
123431	12/04/09	Customer reported a Video Interpreter for not identifying themselves and wearing inappropriate clothing during the call.	Complaint documented and sent to the Interpreter's supervisor for additional coaching.	12/07/09
124262	12/09/09	Customer reported that a Video Interpreter disconnected the call before the conversation was finished.	Complaint documented and forwarded to Call Center management and the Interpreter's supervisor.	12/11/09
126442	12/21/09	Customer reported that the Video Interpreter had a negative attitude and hung up before the call was finished.	Complaint has been documented and will be reviewed by the Quality Assurance Department.	12/21/09

127171	12/27/09	Customer reported that the Video Interpreter did not announce the relay service to the person called.	Complaint was documented and forwarded to the Training department.	12/27/09
127760	12/31/09	Customer reported that the Video Interpreter did not translate the call completely.	Report forwarded to management. Training department will follow up with the Interpreter.	01/04/10
128754	01/08/10	Customer reported that they are dissatisfied with the assistance provided by the Video Interpreter.	Complaint sent to the Interpreter's supervisor and Call Center manager.	01/08/10
129804	01/14/10	Customer reported a Video Interpreter for displaying inappropriate facial expressions during their relay connection.	Complaint documented and forwarded to the Interpreter's supervisor for review.	01/14/10
130111	01/16/10	Customer reported that a Video Interpreter took inappropriate control of the Customer's call.	Complaint forwarded to the Call Center manager and Interpreter's supervisor.	01/16/10
131186	01/22/10	Customer reported that a Video Interpreter did not follow instructions and also was not able to interpret some words correctly.	Complaint documented and forwarded to management for review.	01/22/10
131461	01/23/10	Customer reported a Video Interpreter for displaying a negative attitude during the course of the relay call.	Forwarded complaint to the Training department for possible coaching.	01/23/10
132183	01/27/10	Customer reported that a Video Interpreter was not polite and seemed to be pushy.	Complaint sent to Interpreter's supervisor for review and coaching.	02/08/10

132500	01/28/10	Customer reported a Video Interpreter for not following the instructions provided prior to connecting the call.	Complaint documented and forwarded to the Interpreter's supervisor for review.	01/28/10
132582	01/28/10	Customer complaint regarding the Video Interpreter's facial expression not being friendly.	Complaint sent to management for review and the Interpreter's supervisor.	01/28/10
133186	02/01/10	Customer complaint regarding a Video Interpreter's hands. Customer felt that the Interpreter was not able to sign clearly due to a disability with their hand.	Complaint forwarded to the Call Center manager and Operations team.	02/01/10
133933	02/04/10	Customer reported a Video Interpreter for having a negative attitude during the relay call.	Complaint sent to the Interpreter's supervisor and Call Center manager.	02/04/10
134924	02/09/10	Customer placed a complaint on a Video Interpreter who did not follow instructions.	Complaint documented and forwarded to the Interpreter's supervisor for review.	02/09/10
135171	02/11/10	Customer reported that a Video Interpreter did not have access to a whiteboard for clarification during the call.	Complaint forwarded to Call Center management to check the Interpreter's work station.	02/11/10
135429	02/12/10	Customer placed a complaint on a Video Interpreter who did not seem to have experience as an Interpreter.	Forwarded to the Interpreter's supervisor for review and coaching.	02/12/10
135486	02/12/10	Customer felt rushed by the Video Interpreter.	Complaint sent to the Interpreter's supervisor and Call Center manager.	02/12/10

135658	02/14/10	Customer reported a Video Interpreter for hanging up prior to providing assistance.	Complaint sent to management for review and the Interpreter's supervisor.	02/14/10
135896	02/16/10	Customer placed a complaint regarding a Video Interpreter's clothing. Customer felt the clothing was distracting.	Complaint sent to the Interpreter's supervisor.	02/16/10
137217	02/23/10	Customer reported that a Video Interpreter did not interpret the call verbatim.	Complaint documented and forwarded to the Interpreter's supervisor for review.	02/23/10
138031	02/28/10	Customer reporting a Video Interpreter for having an unprofessional attitude during their relay conversation.	Documented complaint and forwarded to the Interpreter's supervisor for review.	02/28/10
138150	03/01/10	Customer placed a complaint on a Video Interpreter for not following instructions.	Forwarded complaint to management	03/01/10
138246	03/02/10	Customer reported a Video Interpreter for not following the instructions provided prior to connecting the call.	Complaint sent to Call Center management group and the Interpreter's supervisor.	03/02/10
138249	03/02/10	Customer explained that the Video Interpreter signed too fast and was not professional.	Complaint documented and forwarded to the Interpreter's supervisor for review.	03/02/10
138930	03/09/10	Customer reported a Video Interpreter for picking their nose during a video transmission.	Complaint sent to management for review and the Interpreter's supervisor.	03/09/10

139024	03/10/10	Customer placed a complaint on a Video Interpreter for reading a book during a relay call.	Complaint sent to Call Center manager and the Interpreter's supervisor.	03/10/10
139044	03/10/10	Customer dissatisfied with the service they received from a Video Interpreter.	Documented the complaint and forwarded to the Interpreter's supervisor for review.	03/10/10
139220	03/11/10	Customer placed a complaint on a Video Interpreter who was chewing gum during the relay call.	Documented the customer's concern and thanked them for their time. Complaint forwarded to management for review as well as the Training team.	03/11/10
139260	03/12/10	Customer placed a complaint on a Video Interpreter whose attitude made them feel uncomfortable.	Complaint forwarded to the Training department and the Interpreter's supervisor.	03/12/10
139430	03/13/10	Customer reported that the Video Interpreter disconnected a call before the conversation was complete.	Complaint sent to Call Center manager and the Interpreter's supervisor.	03/25/10
140110	03/21/10	Customer placed a complaint on a Video Interpreter's interpreting skill. Customer felt the Interpreter needed more training.	Forwarded the complaint to the Training department and to the Interpreter's supervisor.	03/21/10
140285	03/22/10	Customer reported that while on hold a Video Interpreter used their personal cell phone to accept a personal call.	Complaint sent to Call Center manager and the Interpreter's supervisor.	03/24/10
140722	03/26/10	Customer reported a Video Interpreter for not relaying the call verbatim. Customer felt this was disrespectful	Complaint sent to Call Center management and the Interpreter's supervisor.	03/30/10

141306	04/01/10	Customer reported that the Video Interpreter was wearing too much jewelry that caused a distraction during the call.	Complaint sent to the Interpreter's supervisor and Call Center manager.	04/01/10
141342	04/01/10	Customer feels that the Video Interpreter was lacking expression during the conversation and was unable to interpret the tone of the call.	Forwarded the complaint to management. Thanked the customer for their time.	04/10/10
141393	04/02/10	Customer reported that the Video Interpreter seemed tired on the call and yawned.	Complaint forwarded to Call Center management and the Interpreter's supervisor.	04/02/10
141575	04/05/10	Customer reported that a Video Interpreter transferred their call to another Video Interpreter without providing warning.	Complaint sent to Training department. Interpreter will be coached.	04/05/10
141788	04/07/10	Customer reported a Video Interpreter for touching their face too much during the video communication.	Complaint sent to Call Center manager and the Interpreter's supervisor.	04/07/10
142140	04/10/10	Customer feels that the Video Interpreter needs more coaching and was lacking skills at interpreting.	Complaint forwarded to Training Department as well as the Interpreter's supervisor. Coaching will be provided.	04/10/10
142343	04/12/10	Customer reported that a Video Interpreter hung up without providing assistance.	Complaint forwarded to Call Center management and Training department.	04/12/10
142882	04/17/10	Customer felt that the Video Interpreter was not paying attention to their call.	Complaint sent to management for review. Interpreter will be coached.	04/17/10

143077	04/20/10	Customer reported a Video Interpreter who did not seem experienced with Interpreting.	Forwarded complaint to the Training department for possible coaching.	04/20/10
143286	04/21/10	Customer reporting inappropriate facial expressions and attitude from a Video Interpreter.	Complaint report forwarded to Training department and the Interpreter's supervisor. Coaching will be provided.	04/21/10
143343	04/22/10	Customer reported a long hold time to connect to the Video Relay Service.	Report forwarded to Operations and Call Center management.	04/22/10
143426	04/22/10	Customer reported that the Video Interpreter hung up without providing any assistance.	Complaint sent to Call Center manager and the Interpreter's supervisor.	04/22/10
143699	04/26/10	Customer reporting that a Video Interpreter had a poor attitude during their relay conversation and did not show any effort.	Complaint forwarded to the Interpreter's supervisor and the Training department.	04/27/10
143714	04/26/10	Customer felt that the Video Interpreter used a belittling tone towards them during the relay conversation.	Forwarded the report to the Interpreter's supervisor for review and possibly training.	04/29/10
143742	04/26/10	Customer reported that a Video Interpreter displayed a bad attitude when conducting their call.	Complaint forwarded to management for review and also the Training team for additional coaching.	04/26/10
144082	04/29/10	Customer was dissatisfied with the service they received from a Video Interpreter. Customer felt that the Interpreter did not make an effort to communicate the conversation.	Complaint forwarded to the Interpreter's supervisor for review and additional coaching.	05/06/10

144174	04/30/10	Customer reporting that a Video Interpreter disconnected before a call was finished.	Call connection information documented and forwarded to management for review.	05/13/10
144442	05/03/10	Customer reporting that the Video Interpreter displayed an attitude during the relay connection.	Documented the complaint and forwarded to the Interpreter's supervisor for review.	05/03/10
144506	05/04/10	Customer complaint regarding a Video Interpreter not following instructions.	Complaint documented and forwarded to the Interpreter's supervisor for review.	05/04/10
144566	05/04/10	Customer reports that the Video Interpreter did not follow the instructions provided.	Complaint forwarded to management for review and also the Training team for additional coaching.	05/17/10
144806	05/05/10	Customer felt that the Video Interpreter was not professional and seemed to not want to assist during the call.	Complaint forwarded to the Interpreter's supervisor for review and additional coaching.	05/06/10
144881	05/06/10	Customer reported that a Video Interpreter disconnected the call before the conversation was finished.	Documented the details of the call's connection to report to management. Forwarded the complaint to the Interpreter's supervisor.	05/06/10
145052	05/07/10	Customer reporting that a Video Interpreter disconnected before a call was finished.	Forwarded the complaint to management. Thanked the customer for their time.	05/07/10
145074	05/07/10	Customer felt that a Video Interpreter reacted inappropriately when the customer attempted to place a call that is not allowed by the Video Relay Service. Customer felt the Interpreter was rude.	Forwarded the complaint notes to the Quality Assurance team and Training department.	05/07/10

145241	05/10/10	Customer feels that the Video Interpreter did not follow the directions provided.	Complaint documented and forwarded to the Interpreter's supervisor for review.	05/10/10
145247	05/10/10	Customer complaint regarding the Video Relay Service's video quality. Customer feels that the quality is not good enough for visual communication.	Forwarded complaint to the Development team to improve video quality.	05/10/10
145413	05/11/10	Customer complaint regarding a Video Interpreter. Customer was dissatisfied with the assistance provided.	Followed up with the customer and thanked them for the complaint. Complaint details forwarded to the Interpreter's supervisor.	05/13/10
145782	05/14/10	Customer reporting that a Video Interpreter hung up before placing a call.	Complaint forwarded to management for review and also the Training team for additional coaching.	05/14/10
146079	05/18/10	Customer complaint regarding the Video Interpreter's skill at finger-spelling. Customer felt the Interpreter was lacking experience.	Documented the report and forwarded to the interpreter's supervisor for review and possible coaching.	05/18/10
146129	05/18/10	Complaint regarding a Video Interpreter not announcing relay or giving their identification number.	Complaint documented and forwarded to management. Customer Care followed up with the customer.	05/18/10
146194	05/19/10	Customer reporting that a Video Interpreter argued with them in regards to the relay process.	Forwarded complaint to Interpreter's supervisor for review. Supervisor will be responsible for coaching the Interpreter.	05/19/10
146243	05/19/10	Customer reported that a Video Interpreter broke transparency and tried to communicate with the caller.	Call connection information documented and forwarded to management for review.	05/19/10

146261	05/19/10	Complaint regarding an Interpreter interrupting too much during a conversation, causing issues with the communication.	Complaint documented and forwarded to management. Customer Care followed up with the customer.	05/19/10
146325	05/20/10	Customer reporting that the Video Interpreter was not wearing the proper clothing for interpreting and seemed to be dressed unprofessionally.	Forwarded complaint to Interpreter's supervisor for review. Supervisor will be responsible for informing the Interpreter of the proper attire when relaying.	05/20/10
146407	05/21/10	Customer reports that the Video Interpreter did not follow the instructions provided.	Documented the customer's complaint. Forwarded the complaint to management for review.	05/24/10
146419	05/21/10	Customer reported that a Video Interpreter rolled their eyes during a call and did not provide quality assistance.	Thanked the customer for their time. Documented the complaint and forwarded to management and quality assurance team for review.	05/21/10
146556	05/24/10	Customer reporting a Video Interpreter for having an unprofessional attitude during their relay conversation.	Documented the customer's complaint. Forwarded the complaint to management for review.	05/24/10
146559	05/24/10	Customer reporting that the Video Interpreter was not skilled at understanding the customer's signs.	Complaint forwarded to management for review and also the Training team for additional coaching.	05/24/10
146626	05/24/10	Customer reported that a Video Interpreter was yawning during the course of their relay call and did not display a professional attitude.	Complaint documented and forwarded to management. Customer Care followed up with the customer.	06/09/10
146634	05/24/10	Customer felt that they did not receive quality service from the Video Interpreter they connected to.	Thanked the customer for taking the time to share their concerns. Completed the complaint report and forwarded to the Interpreter's supervisor for additional coaching.	05/24/10

146774	05/26/10	Customer wishes to file a complaint on a Video Interpreter who did not present a professional attitude during the relay conversation.	Complaint forwarded to the Interpreter's supervisor for review.	05/26/10
146826	05/26/10	Customer felt that the Video Interpreter was not professional and did not seem to enjoy assisting during the call.	Documented the customer's concern and thanked them for their time. Complaint forwarded to management for review as well as the Training team.	06/08/10
146827	05/26/10	Customer reported that the Video Interpreter was not patient and seemed to rush the call.	Report documented and forwarded to Interpreter's supervisor as well as Training Department. Interpreter will be coached.	05/26/10
146936	05/27/10	Customer reports that the Video Relay Service has a long hold time when waiting for the next available Video Interpreter.	Thanked the customer for their time. Documented the complaint and forwarded to management and quality assurance team for review.	06/08/10
146991	05/28/10	Customer reports that the Video Interpreter's work station was inappropriately setup, causing the Interpreter to not sign using both hands.	Complaint forwarded to the Call Center management to observe the Interpreter's work station.	06/09/10
147064	05/28/10	Customer complaint regarding a Video Interpreter not following the instructions provided.	Complaint forwarded to Training Department as well as the Interpreter's supervisor. Coaching will be provided.	05/29/10